Quick Start
Warranty A/T Order Images
Home Page

Dealer Information

Fields marked with a red dot (●) must be filled in or your transaction will not process.

Vehicle Information

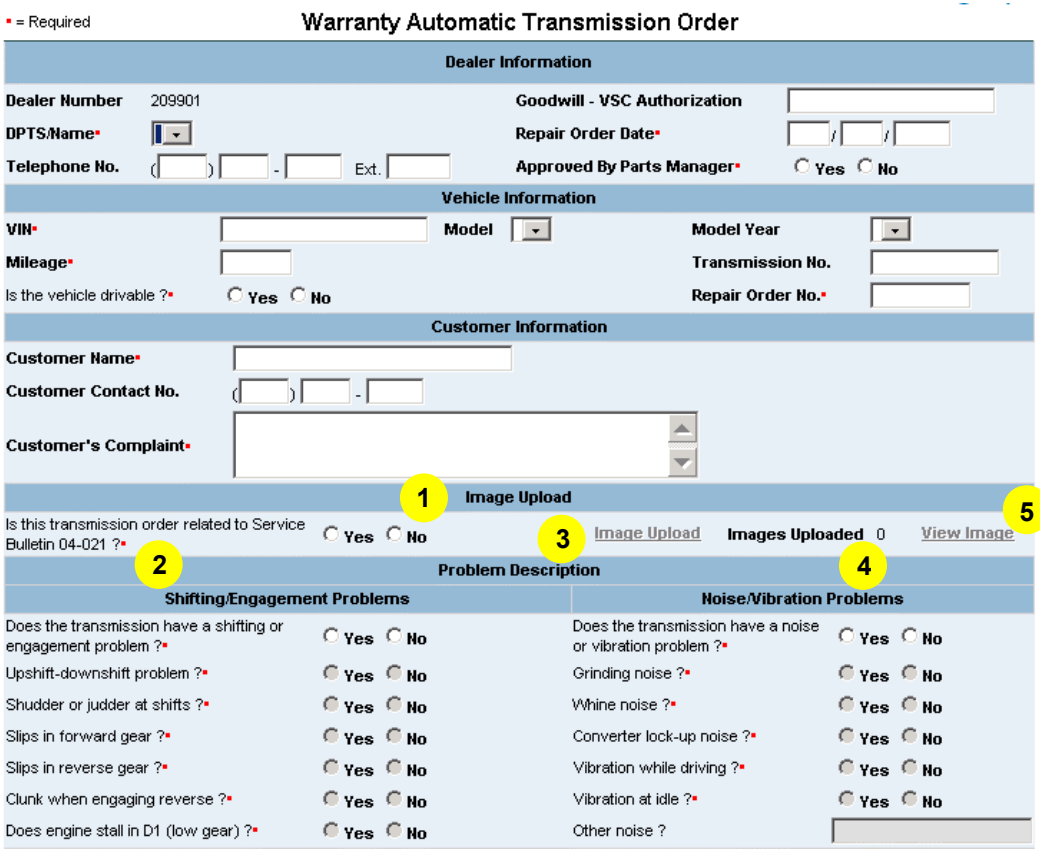
Enter the VIN, Mileage, Repair Order number, and verify whether or not the vehicle is drivable.

Customer Information

Enter your Customer's Name and Transmission related complaint. Also, enter the Customer's Contact telephone number to update him/her on the status of the vehicle.

Image Upload

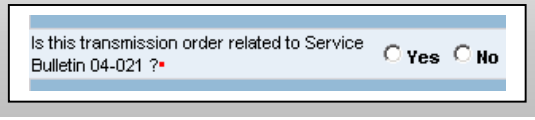
Verify your transmission matches the description in the Service Bulletin. Click Yes, if it does, and upload the images you have taken of the transmission. You will need to click 'Yes' to upload images.



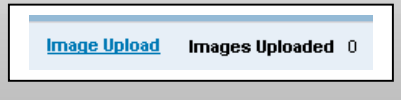
Add images to the order
(**1**) Image Upload section.
(**2**) Must click 'Yes' to the question "Is this transmission order related to Service Bullet 04-021?"
(3) Click the Image Upload link to load your photos into your order.
(4) This will keep a tally of your total uploaded images.
(5) Click this link to preview all images for this order. Preview your images before uploading, because unwanted images cannot be deleted

Uploading Images

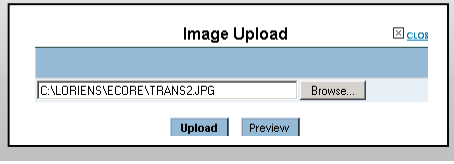
1. Verify the information and Click Yes if your transmission order is identified in the Service Bulletin.



2. Click the Image Upload link to attach your images. You can verify the total number uploaded, as well.



3. Upload and Preview your images before submitting them.



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Quick Start
Warranty A/T Order Images
Transactions

Filtered By

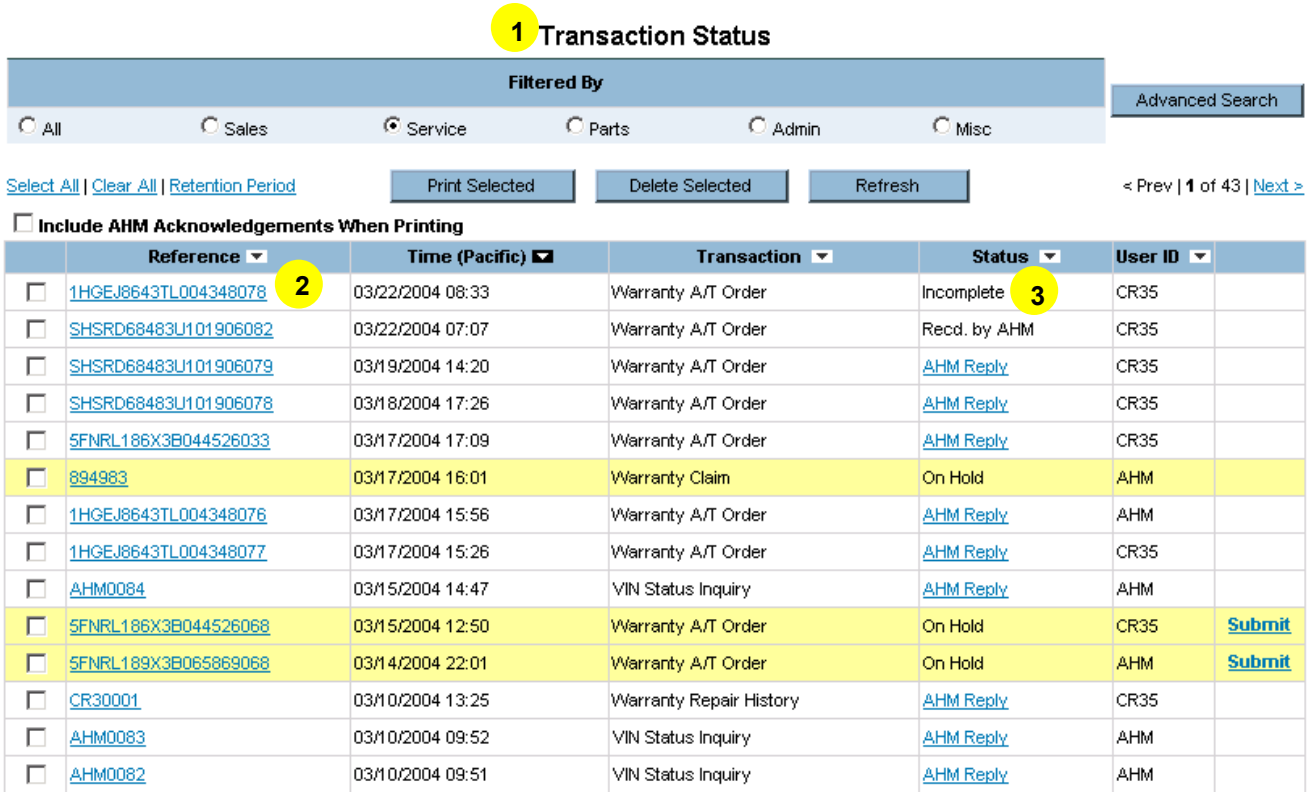
You can locate your AT Transmission Orders by clicking on 'Service'. This will immediately display Service Transactions.

Viewing Options

You can sort your transactions by clicking on the down arrow. This will group all Warranty A/T Orders together.

Verify Status

Check your AT Transmission Order status here as well. If your Status displays as "Incomplete," you may need to complete your order before it will be received by AHM.


1
Transaction Status
Filtered By
All
Sales
Service
Parts
Admin
Misc
Advanced Search
Select All | Clear All | Retention Period
Print Selected
Delete Selected
Refresh
< Prev | 1 of 43 | Next >
Include AHM Acknowledgements When Printing
Reference
Time (Pacific)
Transaction
Status
User ID
2
3
1HGEJ8643TL004348078 03/22/2004 08:33 Warranty A/T Order Incomplete CR35
SHSRD68483U101906082 03/22/2004 07:07 Warranty A/T Order Recd. by AHM CR35
SHSRD68483U101906079 03/19/2004 14:20 Warranty A/T Order AHM Reply CR35
SHSRD68483U101906078 03/18/2004 17:26 Warranty A/T Order AHM Reply CR35
5FNRL186X3B044526033 03/17/2004 17:09 Warranty A/T Order AHM Reply CR35
894983 03/17/2004 16:01 Warranty Claim On Hold AHM
1HGEJ8643TL004348076 03/17/2004 15:56 Warranty A/T Order AHM Reply AHM
1HGEJ8643TL004348077 03/17/2004 15:26 Warranty A/T Order AHM Reply CR35
AHM0084 03/15/2004 14:47 VIN Status Inquiry AHM Reply AHM
5FNRL186X3B044526068 03/15/2004 12:50 Warranty A/T Order On Hold CR35 Submit
5FNRL189X3B065869068 03/14/2004 22:01 Warranty A/T Order On Hold AHM Submit
CR30001 03/10/2004 13:25 Warranty Repair History AHM Reply CR35
AHM0083 03/10/2004 09:52 VIN Status Inquiry AHM Reply AHM
AHM0082 03/10/2004 09:51 VIN Status Inquiry AHM Reply AHM

1. Transaction Status Screen **2. Reference VIN** **3. Check Status**

Items to Remember

1. Transactions remain active for **45 days**, but images will only be saved for **7 calendar days**.
2. You are only permitted a total of **5 images** to upload. Each image can **NOT** be larger than **1.5MB**.
3. It is a good idea to save your images to the workstation's hard drive. This will provide a backup, if necessary.
4. Refer to the Service Bulletin and/or video to troubleshoot problems and download images.

iN Support

If you experience problems uploading images, before contacting iN Support, verify where the files are located and make sure they are stored on the workstation. If you continue to experience problems, access the iN Support Page from the iN.

Special Tools

If you experience any problems with your camera, i.e. camera will not take pictures, contact Special Tools at (800) 421-1900.

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